

Introduction to Listening: A Training Unit for Adults

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Communication and Leadership

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Abstract:

The following instructional unit contains all the elements need to complete a two hour training unit on Listening. Included in the unit are: training objectives, task analysis, needs analysis assessment, training plan, participant guide, and Power Point Presentation slides.

Training Objectives

1. Students will be able to discuss why listening is important.
2. Students will be able to describe the differences of the four types of listening.
3. Students will be able to discuss the skills to practice in order to improve listening.
4. Students will be able to practice active listening.

Bibliography

Lucas, S. E. (2004). *The art of public speaking* (8th ed.). Boston, MA: McGraw-Hill.

This college text is designed to teach students the basics of public speaking. Five main topics are covered: speaking and listening, speech preparation – getting started, speech preparation – organizing and outlining, presenting the speech, and varieties of public speaking. I will be following this text the most in my presentation.

Microsoft Office Clip Art used for all graphics

Task Analysis

1. Students were welcomed and class introductions took place.
2. Students were asked to say the names of the other students and give information regarding their introductions.
3. Class discussed why listening is important.
4. Three main reasons why listening is important were discussed by the instructor.
5. Four types of listening were introduced to the class.
6. Students discussed what type of listening they are best at.
7. Four causes of poor listening were introduced to the class.
8. The instructor discussed ways to become a better listener.

Needs Analysis Assessment

1. How would you define a good listener?
2. Do you consider yourself a good listener? Why or why not?
3. What do you hope to learn from this class?

Training Topic: Listening (for a class size of 10-15 students)

Training Objectives

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2. Students will be able to describe the differences of the four types of listening.
3. Students will be able to discuss the skills to practice in order to improve listening.
4. Students will be able to practice active listening.

Time	Content	Methods	Resources
8:00 a.m.		Welcome & Introduce self	Welcome PP slide #1
8:02 a.m.		Set Induction: Why you are here? What will you gain from this training? How will the things you learn in this training help you in current and future classes and in life?	PP slide
8:05 a.m.	Class introductions	Group Activity: students one by one introduce themselves with no direction on what to say or how to present their introduction. After all students have a chance to give an introduction, start back around the room and ask each person to name all the other students. See who can do it.	PP slide
8:20 a.m.		Group Discussion: Why is listening important?	PP slide #4 – graphic of people listening Write answers on white board (participant guide)
8:25 a.m.	Listening is important: * People spend more time listening than any other form of comm. *Helpful in almost every aspect of life. *as a speaker you must listen to gain knowledge about what you will speak on	Lecture/Discussion	PP slide #5 – bulleted, each point coming in one at a time Participant guide __
8:30 a.m.	Four Types of Listening:	Lecture	PP slide – bulleted,

	<ul style="list-style-type: none"> • Appreciative listening • Empathic listening • Comprehensive listening • Critical listening 		each point coming in one at a time (participant guide)
8:40 a.m.		<p>Circle Response: Call out each type of listening and have students raise their hands in response to the following questions: *Which type of listening are you best at? *Which type do you need to work on the most?</p>	
8:45 a.m.		<p>Dyadic Activity: Place students in dyads to discuss these questions: What prohibits you from being a good listener?</p>	
8:55 a.m.		<p>Circle Response: The group reassembles. Each group shares their best answer.</p>	White board – write each type that is mentioned, right suggestions under each type. (participants guide page)
9:05 a.m.	Four causes of Poor Listening: <ul style="list-style-type: none"> • Not concentrating • Listening too hard • Jumping to conclusions • Focusing on delivery and personal appearance 	<p>Lecture/Discussion:</p>	PP slide Participant guide
9:20 a.m.	How to Become a Better Listener: <ul style="list-style-type: none"> * Take listening seriously * Be an active listener * Resist Distractions * Don't be diverted by 	<p>Lecture/Discussion:</p>	PP slide Participant guide__

	appearance or delivery <ul style="list-style-type: none"> * Suspend judgment * Focus your listening <ul style="list-style-type: none"> * Listen for main points * Listen for evidence * Listen for technique * Develop note-taking skills 		
9:30 a.m.		Group Activity: Have students one by one introduce themselves (again) with no direction on what to say or how to present their introduction. After all students have a chance to give an introduction, start back around the room and ask each person to name all the other students and to tell one thing about each person.	
9:50 a.m.		Group Discussion: <ul style="list-style-type: none"> * How was the 2nd introduction different than the first? * How will knowing how well you are of a listener affect how you listen in the future? 	White Board – write answers Participants guide
9:55 a.m.	Assessment	Individual Activity: Assessment	PP slide 1 (people listening) Participant guide _____
10:00 a.m.	Dismissal		

Introduction to Listening

Participants Guide



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Why is listening important?



Listening is important because:

1. _____
2. _____
3. _____



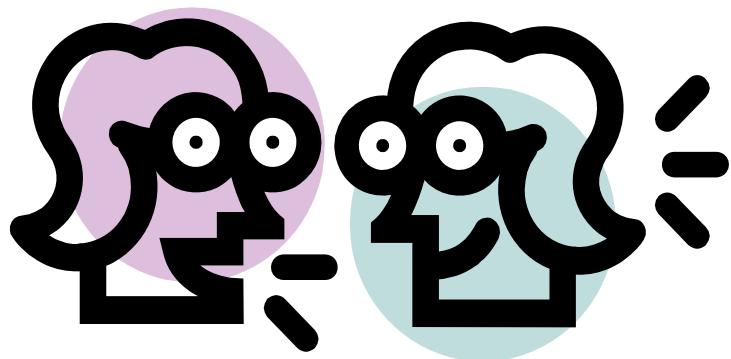
Four Types of Listening:
(Lucas, 2004, p. 57)

Appreciative listening:

Empathic listening:

Comprehensive listening:

Critical listening:



What prohibits you from being a good listener?



Four Causes of Poor Listening:
(Lucas, 2004, p. 58)

1. Not concentrating
2. Listening too hard
3. Jumping to conclusions
4. Focusing on delivery and personal appearance



How to Become a Better Listener:
(Lucas, 2004, pp. 62-65)

1. Take listening seriously
2. Be an active listener
3. Resist distractions
4. Don't be diverted by appearance or delivery



How to Become a Better Listener:
(Lucas, 2004, pp. 66-69)

5. Suspend judgment

6. Focus your listening

- * Listen for main points
- * Listen for evidence
- * Listen for technique

7. Develop note-taking skills



Group Activity Discussion:

Unit Assessment

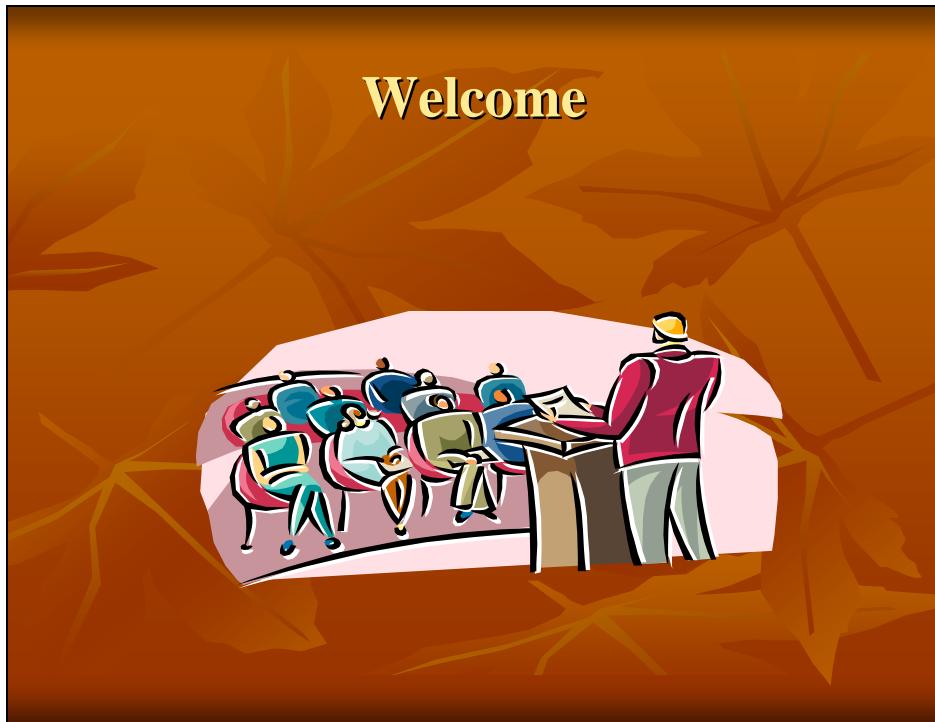
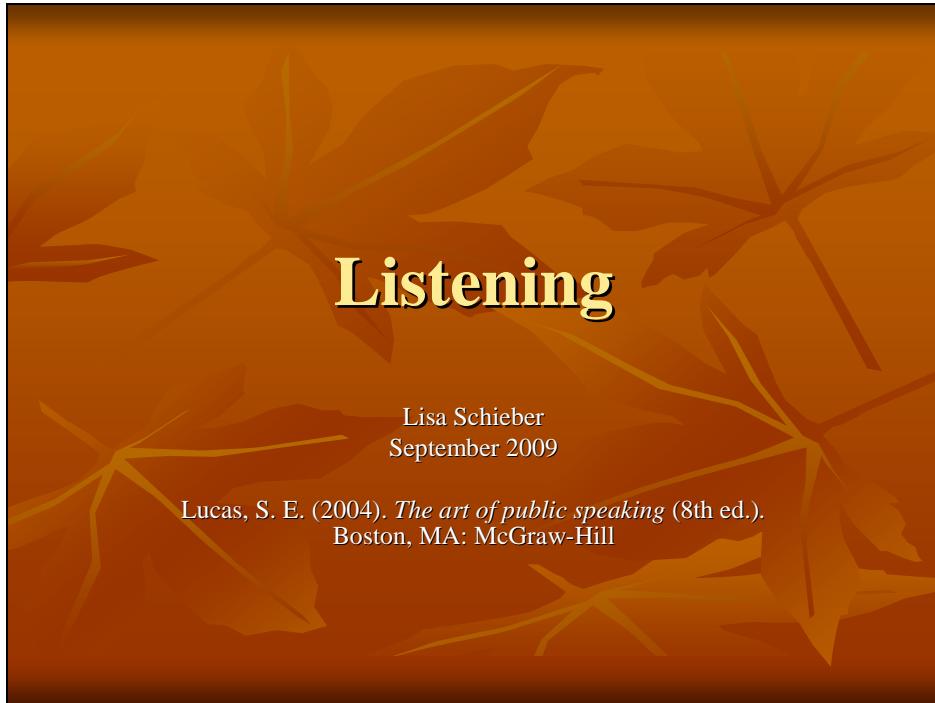
1. Listening is important because:
 - a. People spend more time listening than any other form of communication.
 - b. Listening is helpful in almost every aspect of life.
 - c. As a speaker you must listen to gain knowledge about what you will speak about.
 - d. All of the above.

2. What are the four different types of listening?

3. The following are all causes of poor listening except:
 - a. Not concentrating
 - b. Listening too hard
 - c. Speaker anxiety
 - c. Jumping to conclusions
 - d. Focusing on delivery and personal appearance

4. List 3 of the 7 ways to become a better listener.

5. How will this training class affect the way you listen in the future (in 250 words are less)?



Introductions

- Tell us a bit about yourself.
 - Name
 - Major
 - Home town

Why is listening important?



Listening is important because:

- People spend more time listening than any other form of communication.
- Helpful in almost every aspect of life.
- As a speaker you must listen to gain knowledge about what you will speak on.

Four Types of Listening:

- Appreciative Listening
- Empathic Listening
- Comprehensive Listening
- Critical Listening



Four Causes of Poor Listening:

- Not concentrating
- Listening too hard
- Jumping to conclusions
- Focusing on delivery and personal appearance



How to become a better listener:

- Focus your listening
 - Listen for main points
 - Listen for evidence
 - Listen for technique
- Develop note-taking skills

Group Activity

Group Discussion

- How was the 2nd introduction different than the first?
- How will knowing how well you are of a listener affect how you listen in the future?

Unit Assessment